DRAFT MINUTES

Thursday, January 9, 2003
Virginia Department of Transportation Auditorium
Richmond
1:30 p.m. – 4:00 p.m.

ATTENDANCE

COTS Members:

Secretary of Technology George Newstrom; Tim Bass (VRS); Farley Beaton (Tax); Leslie Carter for Cheryl Clark (DIT); Merritt Cogswell (DSIA); Hud Croasdale (VA Tech); Don Darr (DPB); Ray Davis (DGIF); Chris Doss (VIPNet); Jan Fatouros (DGS); Mike Goetz (Lynchburg); Larry Hengehold (VCCS); Joy Hughes (GMU); Carole Inge (Longwood); Ken Mittendorff (SCV); David Molchany (FFX County); Gerry Pacyna (SCC); Jim Peters (VEC); Dee Pisciella (DOC); Chris Saneda (ABC); Jerry Simonoff (DTP); Ernie Steidle (DRS); Harry Sutton (DSS); Mark Willis (VCU); Bill Wilson (DLAS)Staff:

Jenny Hunter (Executive Director)

WELCOME

COTS Executive Director Jenny Hunter called the meeting to order at 1:30 p.m. and thanked everyone for attending. Ms. Hunter introduced Marc Theriault, the legislative intern for the Office of the Secretary of Technology, then turned the meeting over to Secretary of Technology George C. Newstrom.

OPENING REMARKS & STRATEGIC PLAN UPDATE

Secretary Newstrom provided an update on the Technology Strategic Plan for the Commonwealth. Diane Horvath, who put together the Strategic Plan, will be providing an overview of the legislation that will go before the General Assembly. The strategic plan

was developed out of composite thinking about how to improve Virginia's use of information technology in state government. Governor Warner formally released the plan at the Commonwealth of Virginia Information Technology Symposium in September. Following that, the "due diligence" effort took place to determine precisely the resources we have and the highly detailed analysis to move forward. On December 10th, the Governor introduced his information technology reforms, and on December 20th, the Governor provided his plan for the budget for the Commonwealth. Included in that plan were items related to technology. The Governor also referenced several times in the "State of the Commonwealth" address the IT reforms.

The Secretary thanked the COTS members for all of the hard work that has occurred to date to get us to this point. Much time and effort will be spent in the coming months working with the state legislature and communicating with stakeholders. A series of Town Hall sessions were held in December where more than 900 employees attended. The sessions provided tremendous feedback and provided a forum to address many questions people had. Many good questions were asked, and many centered around how it will affect each individual employee. There will not be a net job less of IT employees, and skilling and training will be a large emphasis of the Virginia Information Technologies Agency (VITA).

Based on the follow-up surveys, 71 percent are in support of the consolidation effort overall. The Secretary will spend time with legislators in the coming months to make the case for consolidation. Given the bulk of work needed to make the proposed VITA operational, actions are being taken to lay the groundwork.

The consolidation effort impacts COTS. Secretary Newstrom said COTS is extremely important and an effective advisory vehicle. He commended the members for their leadership and the high regard with which they are held by their colleagues. The advice and counsel will continue, but in a different form, such as a "COTS A" and a "COTS B". COTS A will be the business leadership from agencies and will continue to advise the CIO. COTS B is where the technology leadership and technical expertise comes together.

Secretary Newstrom solicited support from the business partners, localities, and higher education in attendance at the meeting for the forthcoming legislation and consolidation effort. Business partners will be impacted by the strategic plan in the way Virginia does business. Secretary Newstrom emphasized the way we do business in the Commonwealth needs to change, as we cannot afford the waste and duplication across the Commonwealth. As such, the plan is focused on how services are purchased. Secretary Newstrom requested further input from the business community.

APPROVAL OF MINUTES

Ms. Hunter introduced the minutes from the November 14, 2002, meeting of the Council on Technology Services. The minutes were approved unanimously and will be posted to the COTS website at www.cots.state.va.us.

OVERVIEW OF THE INFORMATION TECHNOLOGY CONSOLIDATION LEGISLATION

Diane Horvath provided an overview of the IT consolidation legislation that creates the umbrella technology agency VITA. The legislation eliminates the Department of Information Technology (DIT), Department of Technology Planning (DTP), and the Virginia Information Providers Network (VIPNet) Authority and Board. The legislation would create VITA, the Virginia Technology Fund—a special nonreverting fund for telecommunications and enterprise IT projects, and the Technology Investment Board.

The proposed VITA organization would be headed by a director appointed by the Governor and would have the combination of duties and responsibilities of DIT and DTP. The Public Safety Communications Program (Wireless e-911), the Virginia Geographic Information Network, and VIPNet would be functions established within VITA. The agency would be authorized to form public-private partnerships similar to that established by Department of Taxation and AMS.

VITA would be exempt from the Virginia Public Procurement Act, but required to promulgate rules that promote open and fair competition. The bill includes revisions to House Bill 519 that passed in 2002.

The Technology Investment Board would have 19 members, including the Cabinet Secretaries, State Treasurer, State Comptroller, Auditor of Public Accounts, Joint Commission on Technology and Science chairman, one Senator, one Delegate, and four citizens. The Secretary of Technology would be the chairman, and the Board would meet at least quarterly. The Board would be responsible for reviewing internal service fund rates, prioritizing projects, establishing project oversight committees, advising on the use of the Virginia Technology Fund, and approving updates to the Technology Strategic Plan.

The bill includes an emergency enactment clause due to the significance of the legislation to the Governor. The scope of the consolidation includes all Executive branch agencies except higher education, independent agencies, and the Virginia Housing Development Authority. The enactment clauses allow the Governor to transfer resources (people and money). COTS members are to be discharged from their duties and the membership will be reconstituted.

REVOLUTIONIZING SERVICE DELIVERY TO CUSTOMERS: WEB DESIGN TEMPLATES

Tracy Smith from VIPNet provided an overview of the Web design templates. The Strategic Plan for Technology calls for a common look, feel, and navigation of all executive branch Web sites to promote ease of use for citizens and enhance interoperability. VIPNet was charged with developing a common Web design template that incorporated and exceeded all accessibility standards and provides navigation tools that are simple and intuitive to use.

Ms. Smith described many of the common mistakes found on government Web sites, such as sites inaccessible to disabled persons, lack of consistency, and difficulty in finding specific content.

VIPNet formed a committee representing a wide range of agencies and stakeholders to research best practices and develop the proposed Web design templates. The committee investigated accessibility standards to ensure all government Web sites are accessible to everyone. Ms. Smith provided a demonstration of the proposed templates using the current Board of Accountancy Web site.

COMMONWEALTH PROJECT MANAGEMENT GUIDELINE: AN OVERVIEW

Judy Marchand of the Department of Technology Planning provided an overview of the Project Management Guideline. In September, the Commonwealth Technology Management policy was released. The Guideline provides guidance to agencies on strategic planning, program management, and project management. The Guideline is based on best practices and provides templates and worksheets to assist project managers through all the phases of project management. The draft Guideline is available on DTP's Online Review and Comment Application (ORCA) for public comment.

Mike Sandridge of DTP provided a demonstration of the ORCA system.

COTS WORKGROUP UPDATES

COTS Security Workgroup. Ernie Steidle of the Department of Rehabilitative Services described the aim and scope of the COTS Security Workgroup, and discussed the draft COTS Security Workgroup Charter. The COTS Security Workgroup will advise and assist the Secretary on information security issues, including homeland security, and assist in developing the framework for the enterprise security office that will be housed in the proposed VITA. Following discussion of the language, the Council requested

revisions on the Charter before it took action on it to clarify the roles and responsibilities of the Workgroup.

COTS Change Management Workgroup. Farley Beaton of the Department of Taxation provided an overview of the COTS Change Management Workgroup draft charter. The COTS Change Management Workgroup is to advise and assist the Secretary of Technology in carrying out change management activities related to the Strategic Plan implementation. The Charter was approved unanimously by the Council.

COTS Internet Services Workgroup. Tim Bass presented the draft COTS Internet Services Workgroup charter for discussion and approval. The Workgroup will advise and assist the Secretary of Technology with revolutionizing service delivery to our customers through implementation of a customer-facing Internet portal and increasing the quantity, quality, and adoption of online services, particularly in the area of online licensure and interactive forms. The Council approved the charter unanimously.

NEW BUSINESS/PUBLIC DISCUSSION/CLOSING REMARKS

No new business was introduced.

ADJOURN

Ms. Hunter thanked everyone for coming and adjourned the meeting at 4:20 p.m.

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